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THE MEDIATION SERVICE, WHAT INTEREST FOR EMERGENCIES?

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Introduction

Since the implementation of the law of patient rights, each hospital has developed a mediation service. Besides its role of centralization and complaint management, this is a truly neutral interface between the protagonists. The analysis of complaints and their management allows to determine the value of such a department in the emergencies.

Material and Method

A systematic analysis of the complaints received by the mediation service between 1-1-2013 and 31-10-2014 against the emergency department of the University Hospital of Liège was performed. We reviewed the nature of the complaint and the expectations of the patients, but also the folders follow-up. The complaints were divided in two groups: medical (diagnostic, therapeutic and waiting time) and non-medical (communication, affect of dignity, billing issues, loss or theft of personal property).

Results

On 165,238 admissions, we recorded 117 complaints, 0.069% (2013) and 0.075% (2014) complaints per admission. The majority of complaints were related to the medical care (51% in 2013 and 60% in 2014), the relationship problems arriving secondly (25% in 2013 and 22% in 2014). If the initial motivation was to report the facts, the request was mostly financial. The mediation service helped to speed up the file management process; in 2013, 91% of the problems were treated within 3 months. To date, about 62 cases are closed, 4 required a mediation and 3 the intervention of the CHU insurer, 59 have not been pursued.

Discussion and Conclusions:

The mediation department brings added value to the service by centralizing files and also insures a criteria of quality. The data provided allow the implementation of strategies to improve the quality of the care. It also makes the treatment of complaints easier. The mediation neutrality facilitates a friendly settlement. Finally, even if the number of complaints increases, we notice that the occurrence stays very low.